

Job Description

Lookout Housing and Health Society is a “social safety-net” providing minimal-barrier housing and a range of supportive services to assist adults with low or no income who have few, if any, housing or support options and who are challenged in meeting personal needs and goals.

Job Title: Residential Service Supervisor –

Classification: Community Sub-sector Collective Agreement. Union: BCGEU

Benchmark Match: Support Worker 2 – 81502
Program Coordinator 1 – 82900 **30924**

Date Prepared: July 18, 2008

Summary of Responsibilities

The Supervisor reports to the Residential Manager or designate, and works in accordance with the mission and philosophy of Lookout Housing and Health Society including following Lookout’s Code of Ethics. Duties and responsibilities include supervising the daily operations of Lookout’s Downtown Eastside Residential Programs, ensuring support, direction, assistance and advocacy services are provided to a wide variety of Lookout clientele including mentally ill individuals, those with HIV challenges and individuals who are having difficulty establishing and maintaining a stable living environment, accessing or following through with treatment(s) or who do not adequately utilize needed services. The supervisor provides support and direction to the Tenant Support Workers, and ensures that program mandate, policies and procedures are followed. The Supervisor works closely and collaboratively with relevant external service providers, ensuring that the program is integrated and coordinated with other services.

Duties and Responsibilities

1. Supervises the daily operations of the Residential Programs in the Downtown Eastside, including staff duties, attendance and adherence to policies and procedures.
2. Provides constructive feedback and direction as required to Tenant Support Workers, provides comprehensive orientations to new employees.
3. Ensures service engagement, case planning, case management and discharge planning are consistent with program mandate and follows established policies and procedures; performs tasks associated with engagement of clientele and service delivery.
4. Provides the Residential Manager with information required to conduct performance reviews for Tenant Support Workers
5. Performs scheduling functions as required, including ensuring all shifts are filled and no overtime is accrued without the approval of the Manager.

6. Works with external service providers to ensure the program is relevant, coordinated and integrated with the larger continuums of care.
7. Provides support, assistance, and basic skill training to high risk adult men and women in order to establish and maintain as independent and stable living situation as possible within the community by performing duties such as developing individual tenant plans to ensure their basic needs are met, developing and coordinating motivational programs for tenants, discussing, isolating and assessing problems with tenants and developing, with them, a flexible plan of action which will address such issues and needs as: housing, health, treatment and finances.
8. Assists tenants with building issues including assisting in minor cleaning and/or maintenance and repair work such as replacement of bulbs, washers and fuses. Monitors the tenant's ability to maintain their unit and when required, makes arrangements for homemaking or other support services such as home nursing, meals on wheels, pest control and one to one worker.
9. Assists the Janitor/Maintenance Worker to maintain in good repair areas such as the common areas of the building interior as well as the exterior of the building and grounds by performing duties such as identifying areas needing repair/attention of Janitor/Maintenance and responding where interim measures are required.
10. Monitors individual tenant plans to ensure they are effective by performing duties such as encouraging appointments are kept, specifically treatment appointments, that homemaking routines are followed, financial and medication administration is being followed and that healthy recreational or leisure activities are explored as an option. Refers tenants to outside services, accompanying at times to initial appointments to facilitate and support interpersonal relationships, advocates for the tenant between the individual and representatives of service/care giving agencies.
11. Monitors who comes on the premises by performing duties such as supervising the main entry(ies), signing in guests, checking lists of barred visitors, being aware of the destination of visitors. Escorts off the premises, anyone not having business in the building or not being in the company of a tenant of the building. Liaises with community agencies such as police, reporting any observations of suspicious activities.
12. Maintains the security of the building by performing duties such as conducting multiple building checks including doors, back alley, building fronts, storage and amenity space, ensuring all locks, doors, emergency and outside lighting are functioning appropriately and cleanliness is maintained. Observes tenants and their environments to ensure the safety of people and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviours, interacting with tenants including observing individuals behaviour, investigating disturbances, dealing with emergencies in accordance with guidelines and reporting incidents to appropriate staff or authorities. Records observations for communication to other staff.
13. Participates in the selection procedure for tenants by performing duties such as making arrangements for tenants to move in, arranging rent payments, assisting the tenant to acquire furnishings where required, introducing new tenants to other tenants and Lookout in general and outlining house rules. Encourages tenant involvement in the building including facilitating and attending scheduled meetings of tenants.

14. Plans and coordinates contingency services and provides crisis intervention and/or extraordinary services where indicated by performing duties such as providing additional support to tenants during stressful times, advocating for specific needs, continuing contact throughout temporary/short term placements in facilities such as hospital and emergency centres and referring with information based on tenant disclosure and documented observations.
15. Carries out a variety of administrative transactions such as collecting rent and board monies, making bank deposits, maintaining related records and reviewing same with members of the management team. Assists with the administration of tenant funds ensuring basic needs are met by performing duties such as arranging rent and meal payments, debt repayments and advocating for financial assistance and supporting the development of budgeting skills to encourage safe and responsible self management of money.
16. Provides support to tenants with regards to health issues by performing duties such as checking rooms, making referrals to specialized resources, providing follow-up, coordinating service/information sharing and providing crisis intervention. Follows up on immediate crisis support with referral to appropriate support agencies or groups. Liaises with agencies to obtain services for tenants advocating where tenants are facing difficulty or denial of services elsewhere. Participates with other involved agency workers through methods such as coordinated service planning and utilizing case conferencing when/if appropriate.
17. Provides care to clients and non-clients in need through methods such as providing first aid, dispensing medications as prescribed in accordance with established health plans; gives input to medical workers regarding medical needs and treatment.
18. Provides first aid to tenants as needed by performing duties such as bandaging, dressing changes and assessing need for further professional treatment.
19. Encourages and supports individuals to make healthy choices and practices through methods such as exchanging needles and provision of health and safety materials such as condoms and referral to life skill training such as anger management courses.
20. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergency issues and supporting others through methods such as sharing of knowledge and information.
21. Completes and maintains related manual and computerized records and documentation by performing duties such as documenting interactions with tenants, maintaining statistical data, completing individual file cards, medication charts and accounting forms.
22. Monitors tenant progress both against expected outcomes and known previous social history by performing duties such as assisting in evaluations, gathering and comparing statistical data such as past/present shelter use and eviction histories.
23. Assists in providing orientation to new employees, volunteers or students by performing duties such as familiarizing individuals with the policies and procedures or equipment of the facility and/or work area and demonstrating work procedures. Follows up to ensure routines are understood and able to be followed. Gives tours of services offered by Lookout.

24. Provides support and direction to tenants, volunteer(s) and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supplementing them where needed to complete functions; maintains work and attendance schedules.
25. Performs other related duties such as assigned.

QUALIFICATIONS:

Education, Training and Experience

Post secondary education equivalent to two (2) years of study, plus two (2) years of recent related experience including one (1) year in a supervisory capacity or an equivalent combination of education, training and experience.

Standard First Aid Training Certificate

Crisis Intervention Skills Training Certificate

Skills and Abilities

- i. Physical ability to carry out the duties of the position
- ii. Ability to work independently and in cooperation with others
- iii. Ability to operate related equipment, including good proficiency with computers
- iv. Ability to communicate effectively, both verbally and in writing
- v. Ability to plan, organize and prioritize
- vi. Ability to observe and recognize changes in clients
- vii. Ability to establish and maintain rapport with clients
- viii. Home management skills
- ix. Ability to instruct
- x. Ability to analyze and resolve problems
- xi. Conflict resolution and crisis intervention skills
- xii. Advocacy skills
- xiii. Ability to supervise
- xiv. Ability to analyze and resolve problems
- xv. Leadership skills
- xvi. Knowledge of HIV and STDs and their impact on the community
- xvii. Knowledge of related resources such as welfare system, mental health system, health services, and addiction services and related support organizations.